

RETIREMENT SERVICES MANAGER

KIND OF WORK

Managerial retirement services work.

NATURE AND PURPOSE

Under administrative direction, manages and directs the internal or external operations of singular or multiple functional area(s) of a statewide retirement system; provides managerial leadership and strategic direction to a department or departments to support the mission of a specific retirement system.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manages and directs specific department operations; provides strategic direction and leadership to ensure the accomplishment of goals, objectives and outcomes consistent with the mission of a specific retirement system in partnership with other management staff.

Oversees the daily operations of retirement plans, benefits or programs to ensure compliance with plan documents and governing statutes.

Manages the human and fiscal resources of a retirement program or programs; ensures operational priorities are accomplished within the allocated budget and human resources are fully utilized.

Directs the development and strategic direction of an external communications plan for marketing and group presentations, including the retirement system web site, videos, web-tools and publications.

Manages and directs external field staff, office operations and employer outreach and payroll remittance; ensures increased participation, expand participant education and effective participant communications.

Participates in the formulation of legislative retirement system proposals; drafts bills and supporting documentation; may provide testimony at legislative hearings or committees.

Directs the implementation of quality improvement efforts for service delivery to retirement plan participants.

Manages the relationship with the retirement plan record keeper and the disability review organization.

Collaborates with retirement system senior management regarding overall strategic planning for the retirement system.

Participates in executive management discussions and strategic planning sessions.

Serves as the FINRA Compliance Officer to ensure staff comply with policies and procedures defined by FINRA rules, SEC rules and Written Supervisory Procedures (WSP) defined by the broker-dealer.

Performs miscellaneous projects and duties as assigned.

### KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Actuarial concepts and principles sufficient to recommend policy changes, training and retirement system performance evaluation.

Public pension and healthcare plan strategies sufficient to oversee the development of a marketing plan.

Defined contribution design and the application of federal laws and rulings regarding plan administration.

Internal Revenue Service (IRS) rules regarding tax withholding and retirement reporting.

State and federal laws, regulations, program requirements, policies and objectives.

Principles and practices of strategic business management.

Principles and practices of change management.

Principles and practices of administrative management.

Principles and practices of budget development and administration.

Principles and practices of effective executive leadership.

Principles and practices of effective employee supervision.

Ability to:

Effectively manage and supervise the work of subordinate staff.

Evaluate business operations and develop creative solutions to problems.

Develop strategic goals for multi-disciplinary work teams; define metrics; measure progress; evaluate results; and initiate improvements.

Synthesize and apply large volumes of complicated, diverse and conflicting information.

Manage multiple projects with limited resources.

Promote and facilitate collaboration and cooperation among staff.

Skill in:

Oral and written communications.

Human relations sufficient to manage, negotiate and resolve conflicts.

Strategic management and collaborative business practices.

#### LICENSURE/CERTIFICATION REQUIRED

May require:

FINRA Series 6 and 63 licensure

FINRA Series 26 licensure (to be obtained within the first three months of employment)

Minnesota Insurance Producers License – Accident and Health

Minnesota Insurance Producers License – Variable Life and Variable Annuities

Est.:11/16

Checked:

Rev.:

T.C.:

Former Title(s):